



Electronic Visit Verification (EVV) Questions and Answers

Contact Information and Resources

Question: Who do I contact with questions?

Answer: All questions should be directed to Gainwell Provider Services at 1-866-690-5585, option 3.

Question: When do I contact Sandata directly?

Answer: If you have already integrated your alternative EVV system with Sandata and you have technical questions or concerns regarding the integration, [Sandata](#) will be your point of contact.

Question: What if I don't receive a response from my email to Sandata?

Answer: If there is a delay of 72 hours or more in the response from Sandata, please contact [Gainwell Provider Services](#) and use the subject "Alt. EVV Assistance" so that Provider Services can help with the follow up.

Question: Who do I contact to reset my password or unlock my account?

Answer: Please contact Gainwell Provider Services (1-866-690-5585, option 3).

Question: Who do I contact for questions about the EVV Welcome Kit?

Answer: Please contact Gainwell Provider Services (1-866-690-5585, option 3).

Question: Where do I find EVV documents?

Answer: Documents can be found in the [EVV Guides and Manuals folder](#) on the Health PAS Online Portal.

EVV Applicable Service Codes

Question: Where can I find the specific codes that are required under EVV?

Answer: Please see the [Service Codes document](#) on the EVV webpage for applicable EVV service codes.

Question: What services require EVV on January 1, 2021?

Answer: PCS and HHCS that require in-home visits by a provider through the following sections of the

MaineCare Benefits Manual will require EVV on January 1, 2021:

- 12, Consumer-Directed Attendant Services
- 18, Home and Community-Based Services for Adults with Brain Injury
- 19, Home and Community-Based Services for the Elderly and Adults with Disabilities
- 20, Home and Community-Based Services for Adults with Other Related Conditions
- 21, Home and Community-Based Benefits for Members with Intellectual Disabilities or Autism Spectrum Disorder
- 28, Rehabilitative and Community Support Services for Children with Cognitive Impairments and Functional Limitations
- 29, Support Services for Adults with Intellectual Disabilities or Autistic Spectrum Disorder
- 96, Private Duty Nursing and Personal Care Services

Question: What services require EVV on January 1, 2023?

Answer: Any services that require an in-home visit by a provider through Section 40, Home Health Services and Section 43, Hospice Services will require EVV On January 1, 2023.

EVV Portal

Question: How long does it take to be set up with the State solution?

Answer: After you receive prior authorization to provide EVV services from the Office of MaineCare Services, the system will generate an EVV Welcome Kit. You will receive the EVV Welcome Kit through a secure email within three to five business days. If you haven't received the EVV Welcome Kit after five business days, contact [Gainwell Provider Services](#).

Question: Where can I access the EVV Portal?

Answer: After logging into your Trading Partner account on the [Health PAS Online Portal](#) go to the Account Maintenance drop down menu and choose "EVV Portal." A new tab will open on your browser that will allow you to enter the log-in credentials identified in your Welcome Kit (this includes: username, temporary password, and EVV Agency ID).

Question: What equipment is required to utilize the EVV system?

Answer: A laptop or personal computer is required to access the EVV Portal. A smart device is required to access the Sandata mobile application (MVV). An iPad or tablet is considered a smart device, but a laptop is not considered a smart device. A cell phone or landline phone is required to access the Sandata Telephonic Visit Verification (TVV) phone line.

Question: Is the data that is collected through the EVV system going to be available for providers to export?

Answer: Yes, there are a standard set of reports that is available in the Reports module. If you are utilizing an alternate EVV system, you will be able to view the records within the Sandata Aggregator system.

Question: Is there additional functionality that is available in Sandata's application that is not currently offered within Maine's EVV system?

Answer: Sandata also offers a scheduling module. This is not currently available in our Maine EVV System. Maine's EVV solution was designed only to meet the federal requirements outlined in the 21st Century Cures Act.

Question: Is French a supported language option in the EVV system?

Answer: French is not an available language in the Sandata EVV system, but the Department may consider adding it in the future.

Question: Who is Sandata and what is their connection to MaineCare and the EVV requirement?

Answer: The State of Maine has contracted with Gainwell to implement the EVV requirement and Gainwell has partnered with Sandata to offer an open EVV system for provider use. Sandata is a leading provider of managing and optimizing the delivery of home care services with a successful track record of implementing EVV solutions nationally for over 12 years, with a total of 3,500+ providers and 1.8M recipients supported.

Exceptions

Question: Are providers responsible for locating and correcting errors within their EVV records?

Answer: Yes. If there are errors with the visit records captured, exception flags will be identified on the visit record and must be addressed in order to be considered a verified visit. Some exceptions can be cleared simply by acknowledging them, while other exceptions require data corrections. The process of identifying, and correcting or acknowledging errors is covered within EVV trainings and EVV Training Video's available through LMS. The process for identifying and correcting or acknowledging errors is also outlined in the EVV User Guide, which can be accessed through the EVV portal.

Question: What is the process to resolve visit record exceptions and rejected records in an Alternate EVV System?

Answer: If you are a MaineCare provider using an Alternate EVV vendor for your EVV system, continuous communication with the vendor is critical to the success of the Alternate EVV integration process. You and your Alternate EVV vendor must have a process to resolve Alternate EVV exceptions and rejected records as prior to implementation of the Alternate EVV system. The State, Gainwell, and Sandata are not able to determine this process. Providers must resubmit any record with an exception or rejection.

Question: How do I correct visit record exceptions in an Alternate EVV system?

Answer: Providers must correct visit record exceptions by either acknowledging or correcting them in the Alternate EVV system, through the process established with the Alternate EVV vendor.

Providers should work with their vendor to verify:

1. How to identify a client signature exception.
2. How to acknowledge the exception.

Question: Are providers responsible for locating and correcting errors within their EVV records?

Answer: Yes. If there are errors with the visit records captured, exception flags will be identified on the visit record and must be addressed in order to be considered a verified visit. Some exceptions can be cleared simply by acknowledging them, while other exceptions require data corrections. The table below shows all possible incomplete visit exceptions and the action needed to correct them.

Incomplete Visit Exceptions	
<i>Exception</i>	<i>Resolution</i>
Client Signature Exception	Acknowledge
GPS Distance Exception	Enabled
Missing Service	Fix
Service Verification Exception	Acknowledge
Unauthorized Service	Fix
Unknown Clients	Fix
Unknown Employees	Fix
Unmatched Client ID / Phone	Acknowledge
Visit Verification Exception	Acknowledge
Visits Without In-Calls	Fix
Visits Without Out-Calls	Fix

The process of identifying and correcting or acknowledging errors is covered within EVV trainings and EVV Training Video's available through LMS. The process for identifying and correcting or acknowledging errors is also outlined in the EVV User Guide, which can be accessed by logging into the Sandata EVV portal.

Visit Verification

Question: What if a member is unable or refuses to sign or speak to verify a visit?

Answer: This will generate an exception that will need to be addressed through the EVV Portal.

Question: Can providers access the voice and written signatures?

Answer: Yes. If the provider has the appropriate user role assigned in the EVV Portal, the voice recording and signature will be accessible.

Mobile Visit Verification (MVV): Sandata Mobile Connect Application

Question: Where do I download the Sandata Mobile Connect application?

Answer: The Sandata Mobile Connect (MVV) application can be downloaded from the Google Play Store or the Apple App Store.

Question: Who should I contact about issues with the Sandata Mobile Connect application?

Answer: Contact [Gainwell Provider Services](#) at 866-690-5585 option 3.

Question: Is there a cost for use of the Sandata mobile application?

Answer: No, there is no cost to the provider or caregiver for the use of the State EVV system, including the Sandata Mobile Connect Application.

Passwords for the EVV Portal and Sandata Mobile Connect (MVV) Application

Question: What are the password rules?

Answer: Passwords are set to expire after 90 days for both the EVV portal and Sandata Mobile Connect (MVV) application. The system will store the last 24 passwords used and not allow them to be re-selected when a user is resetting their password. Please note that although the caregiver may share the same email for both the Sandata EVV Portal and Sandata Mobile Connect (MVV) application, passwords are managed separately, and each platform requires its own password.

Question: What are the rules for failed login attempts that result in user accounts being locked out?

Answer: A user will be locked out after five failed attempts within 30 minutes. Please contact Gainwell Provider Services (1-866-690-5585, option 3) if you require assistance with EVV account lock-out.

GPS

Question: If cellular service is not available at the time of service, how is the GPS data transmitted?

Answer: GPS functionality within MVV is not dependent upon cellular service and can still be used even when cellular service is not available; this data entry mode utilizes Satellites for GPS positioning (not cellular service) and will transmit data once reconnected to cellular service.

Question: Is the system tracking me everywhere I go?

Answer: No. GPS will only activate at the time of check-in and check-out.

Question: How will GPS inaccuracies or errors be handled?

Answer: A half mile "buffer" area is allowed for rural areas and incorrect addresses; otherwise, an exception will be generated if appropriate.

Telephonic Visit Verification (TVV)

Question: What if the provider and member do not have access to a cell phone or landline?

Answer: If a smart device and landline are not available, Provider's will need to manually enter a visit through the EVV Portal. An exception will be created for this visit. Providers are encouraged to utilize the notes feature detailing the need for a manual visit.

Question: What equipment is required to utilize the TVV system?

Answer: A cell phone or landline phone will be required to access the Sandata TVV phone line.

Question: Can a provider use their personal phone to call in and out?

Answer: Yes.

Alternate EVV Systems

Question: Who do I contact with questions about integrating my alternate EVV system with the Sandata Aggregator system?

Answer: Please contact Gainwell Provider Services (1-866-690-5585, option 3), or [email Gainwell Provider Services](#).

Question: What is the process for initiating EVV system integration?

Answer: The first step in the process is to review the Alternate EVV System Information document located on the Health PAS Online Portal and notify Gainwell Provider Services (1-866-690-5585, Option 3; TTY users dial 711) of "Intent to Integrate". The call center representative will provide an Alternate EVV registration link to create the request for credentials from Sandata.

If your Alternate EVV System is not currently certified for the State of Maine EVV program, the vendor must complete the certification process before integration credentials are provided. Sandata will initiate the certification process with your vendor.

Question: How long does it take to become certified to use the Alternate EVV System Integration process?

Answer: The Alternate EVV System Integration process certification depends on how quickly the provider or vendor completes their respective steps of the process. Providers should plan on a minimum of eight weeks to complete the Alternate EVV System Integration. Completion within eight weeks is contingent upon the provider's and vendor's close attention to the process. New

providers should receive their EVV Welcome Packet approximately three business days following the issuance of Prior Authorizations (PAs) for members; however, the Welcome Packet could take as long as 10 days after PAs are issued.

Question: Are there any fees associated with integrating an alternate EVV system and the Sandata system?

Answer: No, there is no integration fee associated; however, if there are changes necessary for your alternate EVV system to be MaineCare compliant, it is the provider's responsibility to bring that system into compliance.

Question: Which Alternate EVV System vendors have successfully integrated with Sandata in Maine?

Answer: The following third-party vendors are already certified for integration with the State Aggregator System.

- AdaCare
- AxisCare
- CareSmartz360
- CareVoyant, Inc.
- Central Reach
- ClearCare
- Credible
- ERSP
- Generations (Home Care)
- Guardiantrac
- KanTime
- MatrixCare
- Maxim
- MITC
- Panda
- Sandata Agency Management
- Softiya
- Therap Services

Question: What if my third-party vendor is not listed?

Answer: The third-party vendor will need to reach out to Sandata's Alt EVV Sandata support at MEAltEVV@sandata.com to go through certification.

Claims Submission

Question: Will EVV take the place of claims submissions?

Answer: No, there is no change to the claims submission process.

Other

Question: Are timesheets still required after implementation of the federal EVV requirement?

Answer: EVV satisfies *federal* requirements outlined in the 21st Century CURES Act, while Chapter I of the MaineCare Benefits Manual (MBM) outlines *state* requirements. Providers must comply with both. Because the majority of EVV records only capture and satisfy federal requirements, providers should continue with their usual processes to comply with all applicable sections of the MBM relating to record retention. This includes, but is not limited to, employee timesheets. Timesheets, whether paper or electronic, often document progress and/or changes in the member's health status as directed within a member's plan of care.

Please see the [MaineCare Benefits Manual](#) Ch. I, Section 1 - Provider Participation 1.03, (M). (1-6) for more detail about record retention requirements.

Question: Is MaineCare offering any financial assistance for providers to assist with costs of the transition to utilizing an EVV system?

Answer: No funding is available for EVV transition costs at this time.

Question: How are members receiving communication about this new process?

Answer: The MaineCare Member Handbook includes EVV information. The Department also sent a letter to all MaineCare members about EVV and what they can expect.

Question: Do telehealth services require an EVV record?

Answer: Since services delivered via telehealth are provided remotely rather than in person, an EVV record for services delivered using telehealth is **not** required.

An EVV record is needed only when the underlying service requires an in-person or in-home visit. Therefore, EVV records are required for in-person services when personal care is provided for any Activities of Daily Living (ADL) or Independent Activities of Daily Living (IADL).

Examples include home support services during which the following in-person care is provided:

- ADL: toileting, bathing, personal hygiene
- IADL: grocery shopping, meal prep, light housework